



**COUNTY OF LOS ANGELES  
COMMUNITY AND SENIOR SERVICES**

**COMMUNITY SERVICES AMERICAN INDIAN BLOCK GRANT (CSAIBG) PROGRAM**

**EXHIBIT A**

**STATEMENT OF WORK**

**COMMUNITY SERVICES AMERICAN INDIAN BLOCK GRANT (CSAIBG)  
PROGRAM**

**STATEMENT OF WORK**

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# COMMUNITY SERVICES AMERICAN INDIAN BLOCK GRANT (CSAIBG) PROGRAM

## EXHIBIT A STATEMENT OF WORK

### 1.0 SCOPE OF WORK

#### 1.1 General Principles

1.1.1 The scope of work described herein defines Subrecipient's minimum tasks required for the provision of Community Services American Indian Block Grant (CSAIBG) Program Services (Services) to eligible Clients as defined in Section 1.2, Eligibility Criteria, of this Exhibit A, Statement of Work, and as administered by the Los Angeles City/County Native American Indian Commission (NAIC) Self Governance Board (SGB) in partnership with the County of Los Angeles Board of Supervisors.

#### 1.1.2 Mission

The CSAIBG Program provides Services to help eliminate the causes of and ameliorate the conditions of poverty experienced by Clients. Subrecipient shall provide a range of Services to assist low income American Indian families and individuals in attaining the skills, knowledge, and motivation necessary to achieve self-sufficiency. Subrecipient shall also provide low income American Indian families and individuals with immediate life necessities including, but not limited to, food, shelter and health care needs.

#### 1.1.3 Authorization

1.1.3.1 CSAIBG Program Services are authorized by the United States Department of Health and Human Services under amended Public Law 105-285, Title II – Community Services Block Grant Program (CSBG), and the State of California Department of Community Services and Development pursuant to the California Government Code (CGC) Title 2, Division 2, Part 2, Chapter 9, Sections 12725-12790 and California Code of Regulations (CCR), Title 22, Division 11, Chapter 1, Sections 100601-100795.

1.1.3.2 Subrecipient shall adhere to these regulations and all CSAIBG Program memoranda, directives and notices issued by County, State, and Federal resources. Subrecipient is obligated to provide the Services further described herein.

1.1.4 Subrecipient shall be tasked to provide **two or more** of the CSAIBG Program Services outlined in Section 10.0, Specific Work Requirements. **At least one of the Services must be the provision of mandated**

**Information and Referral Services as described in Subsection 10.3.1 of this Statement of Work.**

- 1.1.5 County of Los Angeles Community and Senior Services (CSS or County) has established a cost-reimbursement agreement with Subrecipient to provide CSAIBG Program Services. Subrecipient's Programs which do not fall under the definitions listed in Section 10.0, Specific Work Requirements, of this Exhibit A, Statement of Work, and which do not meet the Federal and State requirements for allowable CSAIBG Program Services cannot be funded or reimbursed.

**1.2 Eligibility Criteria**

- 1.2.1 The U.S. Department of Health and Human Services (HHS) determines the criteria for the CSAIBG Program eligibility. The criteria are based on the current poverty guidelines as further described in Section 1.3 below. The guidelines may be enhanced based on the State of California regulations and the County of Los Angeles policies. Unless otherwise expressly indicated in this Subaward or by Federal, State, or local law, Subrecipient shall only provide CSAIBG Program Services to Clients as defined below.

- 1.2.2 In order to be eligible as a Client, and receive CSAIBG Program Services, Clients shall meet one of the two eligible Client criteria listed below:

- 1.2.2.1 Poverty-level American Indian families residing in Los Angeles County.
- 1.2.2.2 Poverty-level American Indian adult individuals (defined as 18 years of age or older) residing in Los Angeles County.

**1.3 Poverty Guidelines**

- 1.3.1 The poverty level is determined by the Federal Community Service Block Grant (CSBG) poverty guidelines ("Department of Health and Human Services," of the Federal Register, Volume 81, No. 15, January 25, 2016) as defined below:

**Most Current Poverty Guidelines**

The 2016 HHS Poverty Guidelines for the 48 Contiguous States and the District of Columbia	
Persons in family/household	Poverty guideline
1	\$11,880
2	\$16,020
3	\$20,160
4	\$24,300
5	\$28,440

6	\$32,580
7	\$36,730
8	\$40,890
<i>For families/households with more than 8 persons, add \$4,160 for each additional person.</i>	

- 1.3.2 Subrecipient shall ensure that it uses the most current Poverty Guidelines as they are issued prior to determining Client eligibility and providing CSAIBG Program Services to Clients.

## 2.0 ADDITION AND/OR DELETION OF FACILITIES, SPECIFIC TASKS AND/OR WORK HOURS

- 2.1 All changes must be made in accordance with Paragraph 8.0, Standard Terms and Conditions, Subparagraph 8.1, Amendments of the Subaward.
- 2.2 Subrecipient shall inform County in writing and receive written County approval at least fifteen (15) business days prior to taking any of the following actions:
- 2.2.1 Modifying or terminating Services.
- 2.2.2 Revising hours of Service delivery at a previously designated location(s).
- 2.2.3 Commencing Services at any other location.
- 2.3 Specific Tasks (Services) and Work hours shall not be modified or terminated throughout the entire Subaward term. Should an emergency arise, Subrecipient's request for Service or Work hour modifications will be reviewed by County on a case-by-case basis.

## 3.0 QUALITY CONTROL PLAN

- 3.1 Subrecipient shall establish and utilize a comprehensive Quality Control Plan to assure the County a consistently high level of service throughout the term of the Subaward. The Plan shall be retained on file at Subrecipient's main administrative office. The Plan shall include, but is not limited to, the following:
- 3.1.1 A method of monitoring to ensure that Subaward requirements are being met;
- 3.1.2 A record of all inspections conducted by Subrecipient, any corrective action taken, the time a problem was first identified, a clear description of the problem, and the time elapsed between identification and completed corrective action, shall be provided to the County upon request.

## 4.0 QUALITY ASSURANCE PLAN

- 4.1 County shall evaluate Subrecipient's performance under this Subaward using the quality assurance procedures as defined in this Subaward, Paragraph 8.0,

Standard Terms and Conditions, Subparagraph 8.15, County's Quality Assurance Plan.

#### **4.2 Meetings**

4.2.1 Subrecipient is required to attend all scheduled meetings.

4.2.2 Subrecipient staff shall also regularly attend meetings that offer ways to expand knowledge of and increase efficiency in the CSAIBG Program Services provided. Subrecipient shall send at least one staff person who has the knowledge and experience to represent Subrecipient at each relevant training session and meetings.

4.2.3 Subrecipient may also choose to attend meetings outside of Los Angeles County that Subrecipient reasonably deems to be beneficial for the delivery of CSAIBG Program Services, which may include other meetings designated by the CSBG or the Los Angeles City/County Native American Indian Commission Self Governance Board.

#### **4.3 Subaward Discrepancy Report (SOW Exhibit 1 of Appendix C)**

4.3.1 Verbal notification of a Subaward discrepancy will be made to the County Compliance Manager as soon as possible whenever a Subaward discrepancy is identified. The problem shall be resolved within a time period mutually agreed upon by County and Subrecipient.

4.3.2 The County Compliance Manager will determine whether a formal Subaward Discrepancy Report shall be issued. Upon receipt of this document, Subrecipient is required to respond in writing to the County Compliance Manager within five (5) workdays, acknowledging the reported discrepancies or presenting contrary evidence. A plan for correction of all deficiencies identified in the Subaward Discrepancy Report shall be submitted to the County Compliance Manager within ten (10) workdays.

#### **4.4 County Observations**

4.4.1 In addition to departmental contracting staff, other County personnel may observe performance, activities, and review documents relevant to this Subaward at any time during normal business hours. However, these personnel may not unreasonably interfere with Subrecipient's performance.

### **5.0 DEFINITIONS**

For a listing of Definitions for this Program, refer to Appendix A (Sample Subaward), Exhibit P (Definitions).

### **6.0 RESPONSIBILITIES**

County's and Subrecipient's responsibilities are as follows:

#### **COUNTY**

## **6.1 Personnel**

County will administer the Subaward according to the Subaward, Paragraph 6.0, Administration of Subaward - County. Specific duties include:

- 6.1.1 Monitoring Subrecipient's performance in the daily operation of this Subaward.
- 6.1.2 Providing direction to Subrecipient in areas relating to policy, information and procedural requirements.
- 6.1.3 Preparing Amendments in accordance with the Subaward, Paragraph 8.0, Standard Terms and Conditions, Subparagraph 8.1, Amendments.

## **6.2 INTENTIONALLY OMITTED**

### **SUBRECIPIENT**

## **6.3 Project Manager**

- 6.3.1 Subrecipient shall provide a full-time Project Manager or designated alternate. Subrecipient shall provide a telephone number where the Project Manager may be reached during regular business hours from 8:00 a.m. to 5:00 p.m., Monday through Friday.
- 6.3.2 Project Manager shall act as a central point of contact with the County.
- 6.3.3 Project Manager/alternate shall have full authority to act for Subrecipient on all matters relating to the daily operation of the Subaward.
- 6.3.4 The Project Manager shall plan, organize and direct all administrative and Program activities related to the Program and Subaward. The Project Manager will define lines of authority and will develop the roles and parameters of responsibility for Subrecipient staff consistent with established County requirements.
- 6.3.5 The Project Manager must request permission from the County five (5) days prior to the release of Client information coming from outside agencies or individuals and ensure that the requested data are adequately defined, the intended use is appropriate, and the release of information is permissible under the law. County's approval must be received prior to the release of any Client information.
- 6.3.6 The Project Manager or designee shall regularly attend all meetings called by the CSAIBG Program.
- 6.3.7 The Project Manager shall develop and submit all written Corrective Action Plans to the County.
- 6.3.8 The following are the minimum qualifications of the Project Manager:

- 6.3.8.1 The Project Manager shall possess a minimum of two (2) years of administrative experience in the health or social services field.
- 6.3.8.2 The Project Manager must have expertise in the provision of the CSAIBG Program Services or services which are substantially similar to the CSAIBG Program Services.
- 6.3.8.3 Project Manager must be able to evaluate the performance of care managers based on County established criteria.
- 6.3.8.4 The Project Manager must be able to provide guidance on decisions requiring sound judgment, assistance with problem situations, and approval of care plans and discharge.
- 6.3.8.5 The Project Manager shall be able to effectively speak, read, and write fluently in English.

#### **6.4 Personnel**

- 6.4.1 Subrecipient shall assign a sufficient number of employees to perform the required work.
- 6.4.2 Subrecipient shall be required to background check their employees as set forth in Paragraph 7.0, Administration of Subaward – Subrecipient, Subparagraph 7.5, Background & Security Investigations, of the Subaward. Subrecipient shall also be required to conduct a background check on any volunteer that has access to a Client's personal information.
- 6.4.3 Subrecipient shall assign a sufficient number of qualified staff to carry out the Services of the CSAIBG Program. The total number of staff shall be based on the method and level of Services provided, and the size of the service area served by Subrecipient.
- 6.4.4 Subrecipient shall operate continuously throughout the entire term of this Subaward with at least the minimum number of staff set forth herein, as well as any other applicable staffing requirements of the County for Subrecipient necessary to provide Services hereunder. Such personnel shall meet all qualifications in this Subaward, as well as those provided by the County through Subaward Amendments, Administrative Directives and Program Policy Memorandums.
- 6.4.5 Subrecipient shall ensure that Subrecipient staff is available to all Clients, potential Clients, referral sources, as well as the County Monday through Friday. Subrecipient's office shall be open a minimum of eight (8) hours per day during normal business hours. Subrecipient shall also ensure that personal telephone contact with Subrecipient's staff is available to Clients, potential Clients, as well as the County, during Subrecipient's hours of operation. Subrecipient shall ensure that each Subrecipient



office location has a telephone answering machine or voice mail system in place during non-business hours. Subrecipient staff shall check and respond to all messages in a timely manner.

- 6.4.6 Subrecipient shall always have a staff member with the authority to act on behalf of Subrecipient available during work hours.

- 6.4.7 Student Interns

- 6.4.7.1 Subrecipient may utilize Student interns to assist with the CSAIBG Program Services; however, the Project Manager shall closely supervise Student Interns at all times.

- 6.4.7.2 Student interns may assist with Client progress notes. However, all documents must be co-signed by the Project Manager.

- 6.4.7.3 Student interns must be enrolled in school in the field of health or social services at a Bachelor's level or Master's level in order to assist and be placed in CSAIBG sites.

- 6.4.8 Support Staff

- 6.4.8.1 The Support Staff shall perform all clerical, fiscal, and data entry.

- 6.4.9 Volunteers

- 6.4.9.1 The use of Volunteers shall be optional. Should Subrecipient utilize Volunteers, Subrecipient shall recruit and train Volunteers in an effort to expand the provision of CSAIBG Program Services. Volunteers must be appropriately qualified and supervised by the Project Manager. To the extent practicable, Subrecipient shall work in coordination with organizations that have experience in providing training, placement, and stipends for Volunteers (e.g., organizations carrying out Federal service programs administered by the Corporation for National and Community Service, etc.), in a community service setting.

## **6.5 Identification Badges**

- 6.5.1 Subrecipient shall ensure their employees are appropriately identified as set forth in Paragraph 7.0, Administration of Subaward – Subrecipient, Subparagraph 7.4, Subrecipient's Staff Identification, of the Subaward.

## **6.6 Training**

- 6.6.1 Subrecipient shall provide training programs for all new employees and continuing in-service training for all employees.

- 6.6.2 Subrecipient shall develop and implement an internal staff training policy, including the provision of an orientation to all new staff (including volunteers). Subrecipient is responsible for ensuring its staff, both existing and new, are properly trained in all areas related to providing CSAIBG Program Services.
- 6.6.3 County may establish, provide, and/or require mandatory training of Subrecipient staff at its discretion.
- 6.6.4 Subrecipient's Project Manager shall ensure that all appropriate Subrecipient staff/volunteers attend all relevant training sessions and meetings called by the County for Subrecipient's benefit and held at a County facility or another site, as determined by County.
- 6.6.5 Training sessions and meetings may be scheduled for purposes that may include, but are not limited to, information sharing, policy orientation, and CSAIBG Program development.

## **6.7 Subrecipient's Office**

- 6.7.1 Subrecipient shall maintain a physical office in Los Angeles County with a telephone in the company's name where Subrecipient conducts business. The office shall be staffed a minimum of eight (8) hours per day, during the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday, by at least one employee who can respond to inquiries and complaints that may involve Subrecipient's performance of the Subaward. When the office is closed during non-business hours, an answering service shall be provided to receive calls. **Subrecipient shall answer calls received by answering service within forty-eight (48) hours of receipt of the call.** Subrecipient shall always have a staff member with the authority to act on behalf of Subrecipient available during work hours.
- 6.7.2 Subrecipient shall publicly display at all Subrecipient office location/sites the days and hours of operation for the provision of contracted Services. Subrecipient shall ensure that availability for Services is appropriate for the demographics associated with the Service area (site or office location).
- 6.7.3 Subrecipient shall ensure that all site locations/buildings and surrounding areas are maintained in a manner consistent with applicable local, State, and Federal occupational safety and sanitation regulations. The premises shall be free of any accumulation of garbage, rubbish, stagnant water, or filthy or offensive matter of any kind to ensure that the premises are maintained in a clean and wholesome condition. The physical locations shall be acceptable and accessible to the public. Subrecipient shall comply with the Americans with Disabilities Act of 1990.
- 6.7.4 Required building inspection certificates (health, fire, etc.) for all Subrecipient places of business/site locations.

- 6.7.5 Subrecipient shall inform the County in writing and receive written County approval at least sixty (60) days prior to relocation of Subrecipient's office.

## **6.8 Multilingual and Multicultural Capabilities of Subrecipient Staff**

- 6.8.1 Subrecipient must provide Services in the primary/native language of the Client or in areas where a significant number of Clients do not speak English as their primary language. Subrecipient shall make efforts to employ staff and recruit volunteers who are bilingual or who are fluent in the dominant languages of the community. Subrecipient shall not require any Client to provide his/her own interpreter.
- 6.8.2 Subrecipient must be committed and sensitive to the delivery of Services that are culturally and linguistically appropriate. To that end, Subrecipient must seek to hire qualified staff that is multilingual and/or multicultural in order to better reflect the communities served.
- 6.8.3 In addition, Subrecipient and its employees, including volunteers, are expected to develop cultural competency and cross-cultural clinical practice skills. Subrecipient must also develop effective linkages with various ethnic, health and social service agencies for the benefit of Clients to reflect the ethnic and cultural needs of the community being served.

## **6.9 Collaborations**

- 6.9.1 Subrecipient shall be encouraged to form collaborations with County and City of Los Angeles Subrecipients providing Services funded through CSBG, including other CSAIBG Subrecipients and other community organizations in order to ensure comprehensive and coordinated Service delivery and to prevent unnecessary duplication of Services. Subrecipient is encouraged to share vital assessment information with other agencies providing the same or similar Services to the Client. However, in sharing information with other agencies, Subrecipient must respect Client confidentiality rights, adhere to applicable confidentiality regulations, and follow appropriate protocols.
- 6.9.2 Subrecipient shall establish procedures to protect all Client information consistent with the terms of this Subaward, any amendments thereto, and all applicable laws and shall not disclose Client information without written consent from County and the Client.

## **6.10 Licenses**

- 6.10.1 Subrecipient shall obtain and maintain, during the term of this Subaward, for Subrecipient and its Staff, all appropriate licenses, permits and certificates required by all applicable Los Angeles County, State of California and/or Federal laws, regulations, guidelines and directives for the operation of its facility(ies) and for the provision of CSAIBG Program Services hereunder. A copy of each license, permit and certificate shall be sent to CSS Contracts

Management Division (CMD) prior to the execution of this Subaward, and in cases of new hires or updates in license/certification status, Subrecipient shall provide CSS CMD with all new updated licenses, permits and certificates within ten (10) business days of the change in status.

- 6.10.2 Subrecipient shall be in good standing with the Secretary of State and shall maintain that status continually while providing CSAIBG Program Services.

## **6.11 Matching Funds and Voluntary Contributions**

- 6.11.1 Subrecipient, at its option, may provide a 10% match (contribution) of its total Maximum Subaward Sum or Subrecipient may provide on an annual basis, 10% of the Maximum Annual Subaward Sum each in accordance with the provisions of Exhibit W, Budget. Therefore, the Maximum Subaward Sum funded by the County provides 90% of Subrecipient's total funding for the CSAIBG Program costs and Subrecipient may match a 10% of its costs with other resources.
- 6.11.2 The matching share may be in the form of a cash contribution, an in-kind contribution or a combination thereof. The criteria for establishing the value of non-cash items is the fair market value.
- 6.12.3 In-kind contributions are property or services provided by Subrecipient which benefit a Subaward-supported project or program and which are contributed by non-federal entities without charge to Subrecipient.
- 6.11.4 Volunteer services may be used to meet the in-kind match contribution. Additionally, in-kind contributions of the fair market value of CSAIBG Program Services performed by volunteers may not exceed fifty percent (50%) of the optional 10% Subrecipient match.
- 6.11.5 Subrecipient shall not use Federal funds or Program Income to meet the 10% match.
- 6.11.6 Subrecipient is encouraged to increase its matching contributions to the greatest extent possible, as this effort will be considered a positive factor for future funding.
- 6.11.7 Funds made available under this Subaward shall supplement and not supplant any Federal, State or local funds expended by Subrecipient to provide CSAIBG Program Services.

## **7.0 HOURS/DAYS OF WORK**

- 7.1 Subrecipient's staff shall be available to all Clients, potential Clients, and referral sources, as well as County on a minimum of five (5) days per week basis (Monday through Friday), eight (8) hours per day during the hours of 8:00 a.m. to 5:00 p.m. (not including County recognized holidays). A list of County

recognized holidays is provided in the Statement of Work Exhibit 3 (County Holiday Schedule).

- 7.2 Subrecipient shall publicly display, at all Subrecipient office locations/sites, the days and hours of operation for the provision of subawarded Services.

## **8.0 WORK SCHEDULES**

- 8.1 Subrecipient shall submit for review and approval a work schedule for each facility to the County Program Manager within five (5) days prior to starting work. Said work schedules shall be set on an annual calendar identifying all the required on-going maintenance tasks and task frequencies. The schedules shall list the time frames by day of the week, morning, and afternoon the tasks will be performed.
- 8.2 Subrecipient shall submit revised schedules when actual performance differs substantially from planned performance. Said revisions shall be submitted to the County Program Manager for review and approval within ten (10) working days prior to scheduled time for work.

## **9.0 UNSCHEDULED WORK**

- 9.1 County Program Manager or designee may authorize Subrecipient to perform unscheduled work, including, but not limited to, repairs and replacements when the need for such work arises out of extraordinary incidents such as vandalism, acts of God, and third party negligence; or to add to, modify or refurbish existing facilities. In the event of an emergency, County may request, at its sole discretion, that Subrecipient provide Services beyond regular hours of operation.
- 9.2 Prior to performing any unscheduled work, Subrecipient shall prepare and submit a written description of the work with an estimate of labor and materials. If the unscheduled work exceeds Subrecipient's estimate, the County Program Manager or his designee must approve the excess cost. In any case, no unscheduled work shall commence without written authorization.
- 9.3 When a condition exists wherein there is imminent danger of injury to the public or damage to property, Subrecipient shall contact County's Program Manager for approval before beginning the work. A written estimate shall be sent within twenty-four (24) hours for approval. Subrecipient shall submit an invoice to County's Program Manager within five (5) working days after completion of the work.
- 9.4 All unscheduled work shall commence on the established specified date. Subrecipient shall proceed diligently to complete said work within the time allotted.
- 9.5 County reserves the right to perform unscheduled work itself or assign the work to another Subrecipient.

## **10.0 SPECIFIC WORK REQUIREMENTS**

- 10.1 The following guidelines establish the tasks for the provision of CSAIBG Program Services that are required by the CSAIBG Program. Each task is defined as the

service or benefit provided to the Client that meets the CSAIBG Program guidelines. Subrecipient shall fulfill the tasks outlined below and payment to Subrecipient shall be based upon meeting these requirements.

- 10.2 Until or unless otherwise directed by the State or the County, Subrecipient shall use CSAIBG Program funding to provide **mandated Information and Referral Services** as described in Subsection 10.3.1 under Linkages and **at least one other task** described in this Exhibit A, Statement of Work, Subsections 10.3 through 10.9.

### 10.3 Linkages

#### 10.3.1 Information and Referral (***Required Service***):

- 10.3.1.1 Subrecipient shall respond to all Client inquiries about available Services and resources and make any necessary referrals. **Information and Referral Services is a mandatory Service that must be provided by Subrecipient.**

#### 10.3.2 Family/Individual Counseling and Programs:

- 10.3.2.1 Subrecipient shall assist Clients in obtaining family and/or individual counseling services.
- 10.3.2.2 Subrecipient shall ensure that counseling sessions are conducted by certified counselors.

#### 10.3.3 Transportation Projects:

- 10.3.3.1 Subrecipient shall assist Clients in obtaining transportation services that transport Clients to relevant and appropriate program services.
- 10.3.3.2 Subrecipient shall assist elderly and handicapped Clients in obtaining transportation services to medical and dental appointments, social and recreational services, and all services listed in Sections 10.3 through 10.9 of this Statement of Work.

#### 10.3.4 Social and Recreational Services:

- 10.3.4.1 Subrecipient shall assist Clients in obtaining services which are social or recreational in nature.

#### 10.3.5 Client Advocacy/Paralegal Act:

- 10.3.5.1 Subrecipient shall assist Clients in obtaining legal aid or paralegal services to advocate for Client rights in areas relating to poverty.

## 10.4 Employment Programs

### 10.4.1 Job Counseling/Development:

- 10.4.1.1 Subrecipient shall assist Clients in obtaining information regarding employment and job training services and/or provide Clients with referrals to relevant and appropriate community programs.
- 10.4.1.2 Subrecipient shall assist unemployed or underemployed Clients in obtaining counseling to attain job search skills.

### 10.4.2 Job Placement/Development:

- 10.4.2.1 Subrecipient shall assist Clients in obtaining job placement services including, but not limited to, scheduling interviews and assisting Clients with preparing applications for appropriate jobs.
- 10.4.2.2 Subrecipient shall create job fairs and/or assist Clients in identifying appropriate jobs.

## 10.5 Education

### 10.5.1 Counseling and Guidance:

- 10.5.1.1 Subrecipient shall provide advice and guidance to Clients regarding their educational aspirations and opportunities. Examples include, but are not limited to, counseling at-risk students, dropouts, youth seeking scholarships to college or technical schools, and adults seeking educational resources.
- 10.5.1.2 Subrecipient shall assist Clients in obtaining and preparing relevant and appropriate applications and forms.

### 10.5.2 Public Education/Information:

- 10.5.2.1 Subrecipient shall assist Clients in obtaining information regarding American Indian educational services, including but not limited to, American Indian boarding schools and American Indian Tribal colleges.
- 10.5.2.2 Subrecipient shall assist Clients in obtaining and preparing relevant and appropriate applications and forms.

### 10.5.3 Day Care and Child Development:

10.5.3.1 Subrecipient shall assist Clients in obtaining day care and/or child care services, including, but not limited to, referring Clients to relevant and appropriate agencies.

10.5.3.2 Subrecipient shall conduct child development classes that provide instruction and support for working parents, and assist Clients in obtaining services or programs that provide direct instructions on parenting skills.

## 10.6 Housing

### 10.6.1 Emergency Vouchers:

10.6.1.1 Subrecipient shall provide emergency vouchers in the form of cash payments to hotels, motels, etc., for emergency lodging, emergency shelter beds, and self-help housing assistance (placement assistance into shelter service facilities).

## 10.7 Emergency Services

10.7.1 Subrecipient shall provide emergency services, which are services that assist Clients during times of distress and/or in exigent circumstances as a result of unanticipated events including, but not limited to, respite care (day care to adult Clients), Adult Protective Services for Clients that provides placement into emergency shelter service facilities as well as other emergency type services such as emergency fuel and utilities; food; clothing; etc. These services are for immediate, short-term needs.

## 10.8 Nutrition

### 10.8.1 Brown Bag Program:

10.8.1.1 Subrecipient shall distribute food to Clients through Brown Bag services (nutritious groceries that promote healthy eating).

### 10.8.2 Congregate Feeding Services:

10.8.2.1 Subrecipient shall provide hot meals including congregate or home delivered meals through congregate feeding services.

## 10.9 Health

### 10.9.1 Medical and Dental Screening:

10.9.1.1 Subrecipient shall assist Clients in obtaining financial assistance for screening their medical and dental needs.



- 10.9.1.2 Subrecipient shall ensure that medical and dental screenings shall be provided by physicians, dentists, nurses or paramedics who are qualified in their area(s) of expertise.

#### 10.9.2 Other Primary Health Care Services

- 10.9.2.1 Subrecipient shall assist Clients to obtain primary health care services, as further described below, to help eliminate disease, injury, malnutrition, etc. on a referral basis.
- 10.9.2.2 Health Care Services may include, but are not limited to, medication management, clinical visits, or home health care not covered in a subcategory above. Subrecipient must provide detailed information to clearly outline the services offered.
- 10.9.2.3 Health Care Services shall be provided by individuals qualified in their area(s) of expertise.

#### 10.10 Emergency and Disaster Preparedness

- 10.10.1 Notwithstanding Subrecipient's and County's contractual objective to provide CSAIBG Program Services to Clients, Subrecipient shall make Services available to any person impacted during the event of a State/nationally declared emergency, contingent upon the availability and commitment of Federal Emergency Management Agency (FEMA) or State Office of Emergency Services (OES) funds with which to reimburse Subrecipient for funds expended.
- 10.10.2 Subrecipient must have a written emergency plan on file describing how CSAIBG Program Services will be maintained during the event of a disaster or emergency.
- 10.10.3 Subrecipient must maintain a registry of CSAIBG Program Clients for emergency purposes.

### 11.0 GREEN INITIATIVES

- 11.1 Subrecipient shall use reasonable efforts to initiate "green" practices for environmental and energy conservation benefits.
- 11.2 Subrecipient shall notify County's Program Manager of Subrecipient's new green initiatives prior to the commencement of the Subaward.

### 12.0 PERFORMANCE REQUIREMENTS SUMMARY

- 12.1 The Performance Requirements Summary (PRS) chart, Exhibit 2 of the Statement of Work shall be used by the County for monitoring purposes during the term of this Subaward. The PRS shall:

- reference applicable Sections of the Subaward;
- list required services;
- indicate methods of monitoring; and
- indicate the deductions/fees to be assessed for each service that is not satisfactory.

12.2 All listings of services used in the PRS are intended to be completely consistent with the Subaward and the SOW, and are not meant in any case to create, extend, revise, or expand any obligation of Subrecipient beyond that defined in the Subaward and the SOW. In any case of apparent inconsistency between services as stated in the Subaward and the SOW and this PRS, the meaning apparent in the Subaward and the SOW will prevail. If any service seems to be created in this PRS which is not clearly and forthrightly set forth in the Subaward and the SOW, that apparent service will be null and void and place no requirement on Subrecipient.

### 12.3 CSBG Program Outcome Measures

#### 12.3.1 Background

The Performance and Results Act of 1993 was enacted to increase efficiency of federal programs by introducing a new management concept which will evaluate Program effectiveness based on strategic planning and tangible positive outcomes, rather than the number of Clients served or the number of Services provided. Key elements of the legislation require that all Federal agencies develop a mission statement and a strategic planning process, including, but not limited to: goals, objectives, performance standards, performance evaluation measures, and a new performance reporting system.

12.3.2 The National CSBG Monitoring and Assessment Task Force has set forth six national goals as a measure of Program success. The Task Force has also identified and developed suggested National Performance Indicators to measure success in achieving those goals. **Subrecipient shall ensure that its Services meet a minimum of two of the following six national goals set forth by the Task Force:**

12.3.2.1 **Goal 1** – Low income families and individuals become more self-sufficient;

12.3.2.2 **Goal 2** – The conditions in which low income families and individuals live are improved;

12.3.2.3 **Goal 3** – Low income families and individuals own a stake in their community;

12.3.2.4 **Goal 4** – Partnerships among supporters and providers of services to low-income families and individuals are achieved;

12.3.2.5 **Goal 5** – Agencies increase their capacity to achieve results;

12.3.2.6 **Goal 6** – Low-income families and individuals achieve their potential by strengthening family and other supportive environments.

12.3.3 At the sole discretion of the County, Subrecipient may be asked to comply with and develop other outcome measures.